

# 2<sup>nd</sup> Annual Older Adult Summit

## Aging Gracefully in Los Angeles

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# Our Purpose



Who we are and what we do....

**We Serve** Communities





# Our purpose

Who we are and what we do....

**We Serve YOU!**



WDACS Aging and Adult Services Branch  
City of Los Angeles Department of Aging



# Older Americans Act of 1965



## ❖ Establishment of:

- Administration for Community Living (ACL)/Administration on Aging (AoA)
- State agencies on aging
  - California Department of Aging (CDA)
- Area Agencies on Aging (AAA)





# Area Agency on Aging



## Planning Service Area (PSA)



# Our Mission



Provide support services that will:

- ✓ help maintain independence
  - ✓ improve quality of life
- ✓ prevent abuse and neglect





# Our Target Population



Older adults with the greatest economic and social need





# Our Target Population



## Target Population include:

- Isolated
- Frail
- Reside in Rural Areas
- Unemployed, Low-income
- Caregivers
- At risk of institutionalization
- LGBT





# AAA Programs and Services



ELDERLY  
NUTRITION  
PROGRAM



SUPPLEMENTAL  
NUTRITION ASSISTANCE  
PROGRAM – EDUCATION



SUPPORTIVE  
SERVICES  
PROGRAM



TRADITIONAL LEGAL  
ASSISTANCE  
PROGRAM



FAMILY  
CAREGIVER  
SUPPORT  
PROGRAM



LINKAGES  
PROGRAM



HEALTH  
INSURANCE  
COUNSELING &  
ADVOCACY PROGRAM



LONG-TERM  
CARE OMBUDSMAN  
PROGRAM



SENIOR  
COMMUNITY  
SERVICE  
EMPLOYMENT  
PROGRAM



DISEASE  
PREVENTION &  
HEALTH  
PROMOTION  
PROGRAM



INFORMATION & REFERRAL

❖ SERVICES ARE OFFERED AT  
NO COST TO PARTICIPANTS



# Elderly Nutrition Program: Congregate Meals



**Meals and socialization for older adults in congregate settings, such as senior centers.**

- ▶ All meals prepared meet U.S. Department of Agriculture (USDA) dietary guidelines
- ▶ Mobile seniors are encouraged to attend the same nutrition site on a daily basis

## **Eligibility Criteria:**

- ▶ 60 years of age or older





# Elderly Nutrition Program: Home Delivered Meals



**Meals delivered to the participant's home.**

- ▶ Two types of meals: Five (5) to seven (7) Hot or Frozen meals delivered to the homebound individuals' home
- ▶ Telephone Reassurance

## **Eligibility Criteria:**

- ▶ 60 years of age or older
- ▶ Frail and homebound by reason of illness, disability,

OR

- ▶ An individual with a disability of any age who resides in the home of any older individual





## Supplemental Nutrition Assistance Program – Nutrition Education and Obesity Prevention (SNAP-Ed)

**Nutrition education and obesity prevention at Congregate Meal sites.**

- ▶ Make healthy food choices
- ▶ Physical activities
- ▶ **Fun and educational!**





# Supportive Services Program



**Support services aimed at helping individuals remain independent in their own homes and communities.**

## **Services Offered:**

Case Management, Homemaker, Personal Care, Respite Care, Registry, and Alzheimer's Day Care Services

## **Eligibility Criteria:**

- ▶ 60 years of age or older





# Family Caregiver Support Program



**Support services for family caregivers caring for frail, older individuals and older relative caregivers providing care to a child.**

## **Services Offered:**

- Information Services
- Access Assistance
- Caregiver Support Services
- Respite Care
- Supplemental Services







# Family Caregiver Support Program



## Eligibility Criteria:

### Family Caregiver:

- ▶ An adult 18 years of age or older and caring for a care receiver 60 years of age or older or any age with Alzheimer's Disease or related disorder

### Grandparent/Relative Caregiver:

- ▶ A Relative 55 years of age or older who lives with and is the primary caregiver of a child age 18 or younger

### Respite Care or Supplemental Services:

- ▶ Frail





# Legal Assistance Program



**Legal representation and legal advice to:**

- ❖ Older individuals
- ❖ Family caregivers of older individuals
- ❖ Older relative caregivers of children

Legal assistance is provided through one-on-one consultations, by appointment, at various locations throughout the County of Los Angeles





# Legal Assistance Program



## Services Offered:

- ▶ Administrative and Judicial Representation
- ▶ Senior Center Site Consultation
- ▶ Pro Se Services
- ▶ Lay Advocate Training
- ▶ Community Legal Education
- ▶ Legal Services to Caregiver Clients





# Linkages Program



**Comprehensive care management to prevent premature or inappropriate institutionalization.**

**Services Offered:**

Intake/Screening, In-Home Assessment, Care Planning,  
Informal Support/Arranged/Purchase of Services,  
Monitor/Follow-up, and Reassessment



**Eligibility Criteria:**

- ▶ 18 years of age or older and at risk of institutionalization
- ▶ Must not currently receive any other duplicative care management services from another CDA PSA, AAA Contractor providing care management, and/or Linkages Program



# Linkages Program Funding



- ▶ By FY 2011-2012, all Federal and State funding for Linkages was eliminated.
- ▶ The County of Los Angeles authorizes that the program now be fully funded through the County Disabled Parking Violation Fees/AB 764 Special Fund.
- ▶ AB 764 authorizes the County of Los Angeles to collect \$2 of every \$10 of fees imposed for violation of Vehicle Code Sections 42001.5 (Disabled Parking) and 22507.8 (Veterans Parking) to support the Linkages Program.



# Health Insurance Counseling and Advocacy Program (HICAP)



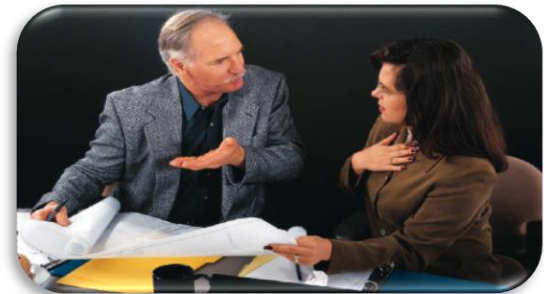
**Community education and unbiased counseling assistance with Medicare and related health insurance.**

## Services Offered:

- ▶ Long-term care education/planning
- ▶ Managed care and related health care coverage plans
- ▶ Community education and outreach on Medicare and health coverage issues
- ▶ Legal Services-referral services or legal representation

## Eligibility Criteria:

- ▶ 60 years of age or older







# Long-term Care Ombudsman Program



**Receives, investigates and resolves complaints made by or on behalf of residents of long-term care facilities. Advocates for facilities to provide services and activities to obtain or maintain the highest level of care for each resident.**

Confidential and designed to investigate and resolve complaints related, but not limited to the following:

- ▶ Physical, sexual, fiduciary and/or psychological abuse
- ▶ Inadequate meals or fluids
- ▶ Unresponsiveness to calls or requests for assistance
- ▶ Mishandling of fund accounts
- ▶ Conflicts with caretakers or other residents





# Long-term Care Ombudsman Program



## Eligibility Criteria:

- ▶ 60 years of age or older
- ▶ Resides in a long term care facility; OR
- ▶ Under 60 years of age
- ▶ Resides in a facility where the majority of residents are 60 years of age or older





# Senior Community Service Employment Program



Provide part-time training opportunities in subsidized community service employment for older workers and assist in the transition of participants to private or other unsubsidized job placements.

- ▶ Variety of supportive services such as:
  - ▶ Personal and job-related counseling
  - ▶ Job training
  - ▶ Job referral
  - ▶ Case management
  - ▶ Social services referrals



## **Eligibility Criteria:**

- ▶ Adults age 55 years or older
- ▶ Family income that does not exceed 125% of the Federal Poverty Level (FPL)
- ▶ Unemployed at the time of application and throughout the program



# Disease Prevention and Health Promotion Programs



**Programs designed to assist older adults with preventing illness and managing chronic physical conditions.**

## Example of Program Services:

- ▶ Stanford Self-Education Programs
- ▶ A Matter of Balance
- ▶ Arthritis Foundation Exercise Program
- ▶ Walk with Ease

## Eligibility Criteria:

- ▶ Adults age 60 and over





# AAA Direct Services



- Information and Referral (I&R) Call Center
  - (800) 510-2020 or (888) 202-4248
  - Provide a 30 day follow up





# NEW FREEDOM TRANSPORTATION PROGRAM



***NEW FREEDOM***

**KEEPING YOU ON THE MOVE**



**Metro®**







# NEW FREEDOM TRANSPORTATION PROGRAM

## Volunteer Driver Mileage Reimbursement Program



Through the New Freedom Transportation Program,  
received an MTA grant for transportation services

Provides participants the opportunity and responsibility to  
select and recruit Volunteer Drivers for their transportation  
needs with no income requirements

Participants receive maximum of 150 miles per month at a  
reimbursement rate of 34 cents per mile

Priority of service for individuals age 60 and older and  
dependent adults.

**1-888-863-7411**



# NEW FREEDOM TRANSPORTATION PROGRAM

## Taxicab Services Program



Participants can use Taxicab Services for banking, visits to medical offices, life enriching activities, etc.

Taxicab Services are available seven (7) days per week, and special accommodations such as wheelchair accessible vans and ramps may be requested.

Participants can take a maximum of four one-way trips totaling 40 miles per month.

Priority of service for individuals age 60 and older and dependent adults.

**1-888-863-7411**



# Adult Protective Services



**Adult Protective Services (APS)** is a State-mandated 24 hour/7-day-per week program.





# Adult Protective Services



APS' mission and role are to investigate situations involving elders (age 65 or older) and dependent adults (physically or mentally impaired between the ages of 18 - 64) who are reported to be endangered by physical, sexual, or financial abuse, abandonment, isolation, abduction, neglect, and/or self-neglect.





# Senate Bill 2199



- **Senate Bill (SB) 2199** - was introduced by Senator Bill Lockyer and fully implemented on May 1, 1999.
- SB 2199 created a statewide APS Program with statewide minimum standards.
  - Mandated Reporters
  - APS response to all reports of abuse
  - Penal Code 368
  - 24/7 APS operation
- Prior to SB 2199, APS had minimal funding and few statewide standards or mandates.



# APS Line Operations Division



- ▶ Oversees a 24/7 operation
- ▶ 120+ Social Workers
- ▶ 23 Social Services Supervisors
- ▶ 19 APS Field Day operations offices
- ▶ 3 APS After Hours units
- ▶ 4,000 to 4,200 monthly reports of abuse

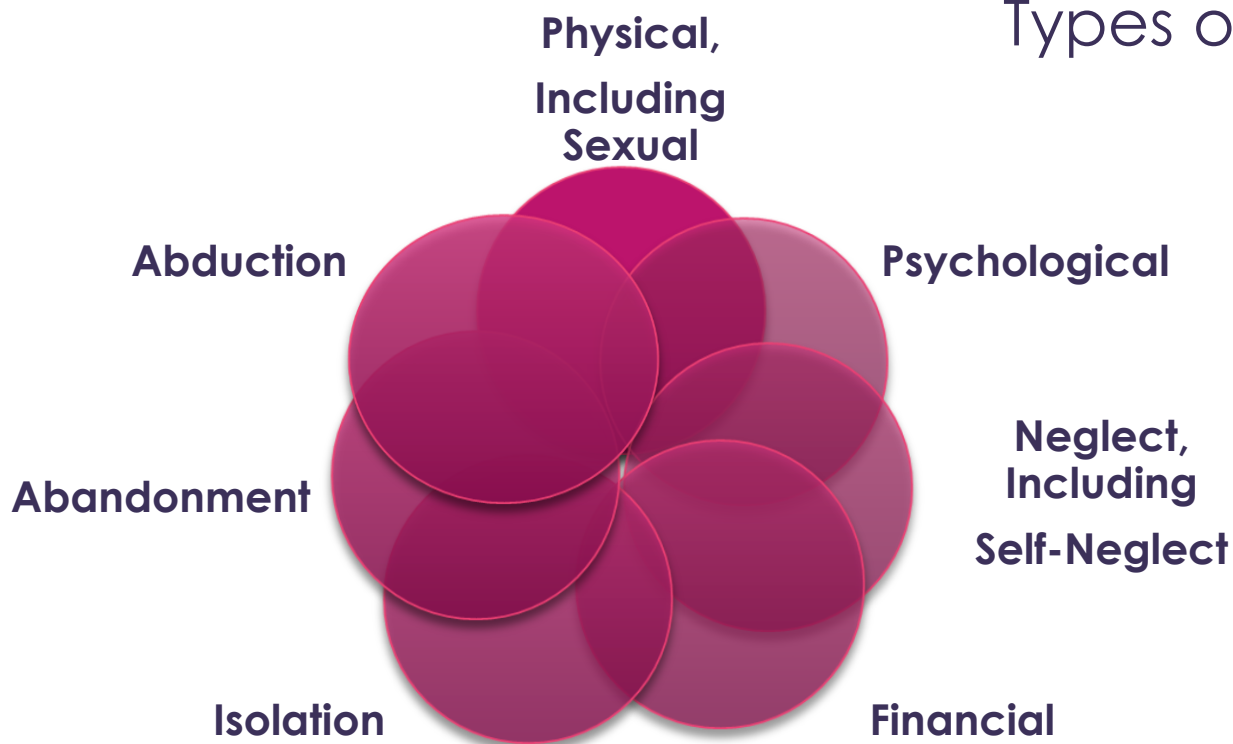




# Adult Protective Services



## Types of Abuse





# Types of Abuse



## Physical Abuse

The intentional use of physical force causing pain or bodily harm.

### **Physical Abuse Includes:**

Assault, battery, assault with a deadly weapon, unreasonable physical constraint, prolonged or continual deprivation of food or water, sexual assault and rape (WIC Section 15610.63)



# Types of Abuse



## Psychological Abuse

Psychological or mental abuse is causing:

- Fear
  - Agitation
  - Confusion
  - Severe depression
  - Emotional distress
- (WIC Section 15610.53)





# Types of Abuse



## Neglect

“Negligent failure” to:

- Assist with personal hygiene
- Provide food, clothing, shelter or medical care
- Protect from health and safety hazards
- Prevent malnutrition or dehydration
- (WIC Section 15610.57)



# Types of Abuse



## Financial Abuse

- Taking, secreting or appropriating money or property of an elder or dependent adult by a person who has the care or custody of or who is in a position of trust to, that elder or dependent adult (**WIC Section 15610.30**).





# Types of Abuse



## Financial Abuse

- On January 1, 2007, California Senate Bill 1018 was enacted into law, officially designating all financial institution officers and employees as mandated reporters. They are required to report suspected or known elder financial abuse to Adult Protective Services or local law enforcement agencies.







# Types of Abuse



## Isolation

- Prevention from receiving phone calls or mail, false imprisonment or physical restraint from meeting with visitors (**WIC Section 15610.43**).



# Types of Abuse



## Abandonment

- ▶ The desertion or willful forsaking of an elder or dependent adult by anyone who has assumed the responsibility for care or custody of that person. **(WIC Section 15610.06)**





# Types of Abuse



## Abduction

- ▶ The removal from California, and/or restraint from returning to California, of any elder or dependent adult who does not have the capacity to consent to such removal or restraint, as well as the removal or restraint of any conservatee without the consent of the conservator or court.  
**(WIC Section 15610.06)**



# Abusers and Perpetrators



- ▶ Family Members
- ▶ Neighbors
- ▶ New friends
- ▶ Telemarketers
- ▶ Con artists
- ▶ Organized transient crime families





# What does an APS Social Worker do?



- ▶ Interview/Investigate: Includes client, abuser, family, collaterals, witnesses etc.
- ▶ Assess: Includes assessment of the client's major risk factors such as functional abilities, cognitive functioning, mental/emotional health, environmental factors, medical care, support system and finances.
- ▶ Develop Service Plan/Intervention: Includes lists of interventions and strategies to resolve the client's problems.



# What does an APS Social Worker do?



- ▶ Reassess: Reassess the service plan if abuse or neglect continues.
- ▶ Case Resolution/Closure: Close case or refer case to a monitoring agency.



# Adult Protective Services



## APS works closely with multiple agencies

Law  
Enforcement

Building &  
Safety

Hospital Staff &  
Home Health  
Agencies

Department of  
Public Social  
Services

Department of  
Consumer and  
Business Affairs

District  
Attorney's  
Office

Social Security  
Administration

Legal Aid

Department of  
Mental Health

Code  
Enforcement

Financial  
Institutions

MDTs

Environmental  
Health Services

Regional  
Centers

Ombudsman  
Programs

Community  
Care Licensing





# Adult Protective Services



APS has Memoranda of Understanding with the following County departments and agencies:

- Public Social Services
- Consumer and Business Affairs
- District Attorney's Office
- Health Services
- Forensic Center
- Mental Health
  - Public Guardian
  - GENESIS



# Mandated Reporter Law



WIC Section 15630: Observes or has knowledge of an incident told by the victim, or the reporter reasonably suspects abuse within...

- ▶ Professional capacity
- ▶ Scope of employment





# Mandated Reporter



- ▶ Who must report by law:
  - ▶ Care custodians
  - ▶ Health practitioners
  - ▶ Clergy members
  - ▶ Law enforcement agencies
  - ▶ Emergency response personnel
  - ▶ Financial institutions
  - ▶ APS Employees



# What APS Cannot do



- ▶ Cannot remove a person from his/her home against his/her will
- ▶ Cannot write psychiatric holds
- ▶ Cannot authorize or force the Client to accept medical treatment
- ▶ Cannot make the Client bathe, take meds, see the doctor or administer meds



# What APS Cannot do



- ▶ Cannot authorize placement in a SNF or any other facility
- ▶ Cannot hire or fire IHSS Providers
- ▶ Cannot transport clients



# Reporting Abuse



## Adult Protective Services

Aging and Adult Services Call Center

(800) 510-2020 or (888) 202-4248

After Hours Telephone:

(877) 4-R-SENIORS

(877) 477-3646

<https://fw4.harmonyis.net/LACSSLiveintake/>



# Thank you!

